

The Honorable Michael K. Powell
Chairman
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Dear Chairman Powell:

Dishnetwork has a problem with the software in their receivers, Or at Dishnetwork. If your phone line is not hooked to you receiver and you go to a Pay Per View event, And look at what the program is about or how much it cost. The next time you hook you phone line up to the receiver it will bill you for an event you did not watch. If you call Dishnetwork they tell you, It their policy not to adjust a bill you just have pay for it. I don't know how many Billions of dollas, This has cost consumers. That never watched the PPV event. I think they know about this problem, But it would cost to much to fix it, And adjust to consumer bills. When you call Dishnetworks about a billing problem, They tell you it is not policy to adjust a bill. They will tell you they do have a problem, You have to pay the bill. You should not have to pay for services you did not receive. Because they have some kind of problem with their software. This is my best guess at how it happens. Robert G Kittell (rgkittell@excite.com) H 804-743-9584, W 804-281-4712. Address is Robert G kittell, 6040 Deerwater ct, Richmond VA, 23237. Account No atDishnetwork is (8255 90 947 11116605).

<p>own letter here.

Sincerely,

robert kittell
6040 deerwater ct
Richmond, VA 23237